

Arizona Real Estate Advisory Board Meeting Minutes

Thursday
February 23, 2017
10:00 a.m. - Noon
Arizona Department of Real Estate
Commissioner's Conference Room
2910 N. 44th Street
Phoenix, Arizona 85018

- I. Call to Order - Kim Clifton, Chair
Chair Clifton called the meeting to order at 10:00am.

- II. Introductions & Welcome

Members present:

Kimberly Clifton, Chair
Bill Gray, Vice-Chair
Karen Bohler
Charlie Bowles
Nedra Halley
Bruce Jacobs
Nicole LaSlavic
Justin Rollins

Absent:

Carla Bowen
Scott Peterson

ADRE Representatives present:

Judy Lowe, Commissioner
Louis Dettorre, Deputy Commissioner (DC)
Dan Jones, E&C Manager
Robin King, Investigations/Auditing Manager
Abby Hansen, Customer Service Representative

Public Present:

Scott Drucker, Arizona Association of Realtors®

Mel Comstock

Courtney LeVinus, Capitol Consulting

Commissioner Lowe welcomed new Member Rollins and noted a special thank you to past Members Frank Dickens and Scott Patterson for their time and service on the Real Estate Advisory Board.

III. Approval of November 15, 2016 Meeting Minutes

Chair Clifton asked for a Motion to approve the November 15, 2016 Meeting Minutes. Upon a motion by Member Bowen, seconded by Member LaSlavic, the Minutes of the November 15, 2016 meeting were unanimously approved.

IV. Commissioner's Report - Judy Lowe, Commissioner

- Reviewed Governors Ducey's roadmap and primary focus
- Noted the Governor's savings expectation that every agency is asked to run at 10% less than the appropriated budget
- Licensing walk-ins have been reduced by 35% since the online licensing began
- The Department is currently at 84% usage of the online new licensee applications
- The Department is seeing the benefits of technology improvements; all have visibility to attachments.
- The Governor is looking for agency success stories
 - DC Dettorre noted if anyone would like copies of the Department Success Stores to please let him know.
- ADRE has been on a campaign to get current updated emails for all licensees
- New Law books were provided to the Board
- 2018-2022 Strategic Plan has been completed and will be posted to the ADRE website
- The new Broker Policy Manual should be done within 30 to 90 days and will include language for Property Management, Commercial and Land, in addition to Residential Brokers.

- ASU is implementing a minor's program in Real Estate. Bill Gray is one of the instructors at ASU. The program is approved for pre-licensing real estate education.

V. Other Updates

Deputy Commissioner – Louis Dettorre

- New Law Books may be purchased online at the ADRE website
- ADRE launched a twitter account
- There is a new email blast system for sending late breaking news and the bulletin
- ADRE is actively conducting a customer service survey via links on the ADRE website and on employee's emails.
- DC Dettorre gave a brief overview of the four bills currently in legislature impacting the Department.
HB2039 Finders fees; apartment tenants
HB2072 Manufactured homes; real estate transactions
HB2067 Real estate licensing; exception; assistants
SB1060 Homeowner's dispute process

Commissioner Lowe Stated Assistant Commissioner Randolph was offsite at a Pearson Vue SME class.

VI. Member Bill Gray gave a presentation on past Instructor Development Workshops (IDW's)

VII. Advisory Board Member Facilitator Reports

- Member LaSlavic provided to the Investigations Manager a business card with the names of two individuals suspected of violating state statute.
- Member Gray received a call about golf memberships. "can an agent be paid a fee for referring a member". Member Gray stated it would need to be paid through the Broker but he would confirm at the Advisory Board. Chair Clifton stated it should not be paid through the Broker and that it should be paid directly to the licensee as it is not related to the real estate transaction. Member Gray stated that the licensee should disclose that they have a real estate license, everyone concurred. Robin King noted that finder's fees are only noted in statute in relation to apartment rentals.
- Chair Clifton stated she is called all the time for advertising violations. She stated she is told that individuals who file a complaint do not hear back from the department and then continue to call her. The response is that

advertising complaints must be on the written complaint form, and signed by the complainant.

- VIII. Director Open Forum – nothing
- IX. Chair Clifton read the 2016 Accomplishment Letter to the Board, which will be forwarded to Governor Ducey.
- X. Election of 2017 Advisory Board Chair
Chairman Clifton nominated Member Gray. Member Halley nominated Member Bohler.
The vote was conducted; Member Gray was elected 2018 Advisory Board Chair.
- XI. Election of 2017 Advisory Board Vice-Chair
Chairman Clifton nominated Member Bohler, Member Halley seconded the nomination. All Members were in favor.
- XII. Call to the Public- nothing
- XIII. Next Real Estate Advisory Board Meeting: May 25, 2017
- XIV. Adjournment
Chair Clifton called to adjourn at 12:00 pm

Members of the Arizona Real Estate Advisory Board will attend either in person or by telephone conferencing.